

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

47
CO

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

2009 JAN 14 12:06

AZ CORP COMMISSION
DOCKET CONTROL

Opinion

No. 2009 - 74542

Date: 1/13/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Robert

Dittelt

Account Name:

Robert Dittelt

Home: [REDACTED]

Arizona Corporation Commission

Street:

[REDACTED]

Work:

DOCKETED

City:

Sun City

CBR:

State:

AZ

Zip: [REDACTED]

is:

JAN 14 2009

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. E-01345A-08-0172

Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007

January 2, 2009

Dear Commissioners,

I have been a resident of Phoenix since 1948 and have seen corporate rates soar for consumers since that time. Some rate increases have been justifiable and reasonable, while most others have been the result of poor management and corporate greed.

Today, I was pleased to receive the following notice in my annual billing from Parks & Sons for their services rendered to thousands of Arizona consumers.

Good News

Over the last few years, operational costs have risen significantly and coincidentally, the costs of living have as well. Despite these increases, Parks & Sons has left the rate for residential service untouched since January 1, 2005. As we approach the fourth year at this same rate Park & Sons carefully compared the price of service to the cost of providing it. Normally a nominal rate increase would be implemented to cover the increased costs incurred over the past four years. However, with the current state of economy, this is no ordinary time.

Despite our rising costs, Parks & Sons values its customers and understands that the majority of you are on fixed incomes and have seen your long term funds dwindle. Taking these factors into consideration, we are

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happy to announce that a rate increase will not be implemented in 2009! We will continue working hard to provide you with the high level of service you deserve at the current price, which is one of the lowest rates in the Valley. We appreciate your business and look forward to continue serving you!

All of which raises the question of why consumers can not expect the same type of consumer oriented management from other corporations under control of the Arizona Corporation Commission.

For example, APS has historically been one of the worst offenders of corporate greed and poor management but, continually receives the blessings of huge rate increases by the Commission.

However, during these difficult times I would think that people elected to a position which has been given the responsibility to protect the consumer would take a more critical look at these requests. Perhaps even to go so far as to investigate why one corporation can maintain operational costs at 2005 levels, while others constantly receive additional increases.

I would hope that in 2009 the commission would take a fresh look at their mandated responsibilities. And, bring to a halt the all too familiar method of allowing groups of poorly managed companies wanting increases of 5%, then requesting 30% increases from the commission, only to receive a 10-15% increase to give the appearance of a cost control. Frankly, that game has become all too obvious to consumers.

The commission needs to be reminded that they hold the lives of tens of thousands of families' financial well being in their purview. It is not the Commissioners responsibility to reward incompetent management and greed.

Let's make 2009 a real New Year for all Arizona residents.

Respectfully yours,

Robert Dittell

[REDACTED]
Sun City AZ [REDACTED]

cc: Parks & Sons
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

January 13, 2009

Robert Dittell

[REDACTED]
Sun City AZ [REDACTED]

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Robert Dittell:

Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record.

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The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 1/13/2009

Opinion No. 2009 - 74542
